

MASSACHUSETTS HUMAN RESOURCES DIVISION
OPEN COMPETITIVE EXAMINATION **ANNOUNCEMENT NUMBER: 8304**
CORRECTION OFFICER I/HEAD COOK
DEPARTMENT OF CORRECTION

\$100. Examination application fee required.

Money orders, Bank checks, Mastercard or Visa accepted.

No cash or personal checks

Apply on-line with Visa or Mastercard at: <https://www.csexam.hrd.state.ma.us/hrd/>

Last Date to Apply: February 17, 2009

Please file early.

Examination Date: March 21, 2009

This examination is being held to establish an eligible list from which to fill vacancies in this classification in the Massachusetts Department of Correction.

DUTIES: Under direct supervision of Correction Officers or other employees of higher grade:

♦ **Correction Duties:** Maintains custodial care and control of inmates by escorting or transporting them under restraint, patrolling facilities, making periodic rounds, head counts and security checks of buildings, grounds and inmate quarters, monitoring inmates' movements and whereabouts, and guarding and directing inmates during work assignments to maintain order and security in a correctional institution; observes conduct and behavior of inmates, noting significant behavioral patterns, to prevent disturbances, violence, escapes or other crises such as suicides; notes and investigates suspicious inmate activity relative to contraband by searching individuals, vehicles, packages, mail, and inmate quarters for weapons or other forbidden devices/objects to maintain prison security; develops working relationships with inmates by referring individuals to appropriate supportive services (e.g. medical, psychiatric, vocational, etc.) as needed to aid in rehabilitation and to foster an atmosphere of cooperation between inmates and staff; prepares reports on such occurrences as fires, disturbances, accidents, security breaches, etc.; prepares monthly evaluation reports on inmates; makes entries into unit log of daily activities and reviews daily activity reports to have accurate and up-to-date information available for reference by authorized personnel; performs related operational duties such as screening visitors, operating two-way-radios, carrying and operating firearms, inspecting fire extinguishers, sprinkler systems, alarms, and other safety apparatus,

♦ **Kitchen Duties:** Serving food to inmates, cooking food in quantities according to DOC approved menus and the number of persons being served, adjusting recipes as needed to produce the required amount; confers with other agency personnel and reviews DOC approved menus to determine such matters as quantity of food and types of ingredients to be used, and number of portions needed in order to insure the availability and efficient use of food and food supplies; roasts, boils, and bakes meats, fish, poultry, vegetables, breads, desserts and other foods required for daily meals; measures and mixes ingredients according to DOC approved recipe, using kitchen utensils and equipment, in order to prepare soups, salads, desserts, dressings, gravies, sauces, stews, etc.; evaluates food for quality, quantity, appearance, temperature and taste through observation and tasting in order to determine if it is fresh, properly portioned, and prepared correctly; operates and/or uses kitchen equipment such as cutlery, grinders, and slicers to portion and/or prepare food for cooking; performs related duties such as weighing portions of food to insure uniformity in servings, storing food at proper temperature to prevent spoilage, sharpening knives, cleaning and/or sanitizing cooking equipment and work areas, placing prepared foods in carts for delivery, and transporting food from kitchen to serving area; inspects work and storage areas for compliance with sanitation codes; determines amount of food items to be ordered by reviewing menus and checking inventory to maintain an adequate supply level; maintains records on such matters as food received, prepared, consumed, and leftovers; performs related duties such as preparation of additional portions, conferring with repairmen on malfunctioning equipment, and reading and interpreting diet rosters; conducts orientation and ongoing training programs for inmates in the areas of safety and sanitation procedures, food preparation, food handling, storage, etc., in accordance with standard operating procedures; conducts performance evaluations of inmates, counsels inmates concerning work-related problems, and recommends disciplinary action in accordance with DOC policy in order to resolve problems such as abuse of sick leave, tardiness, etc; and performs related work/duties as required.

WORKING CONDITIONS: Correction Officers may work in a correctional facility, alone in an isolated area; may work varied shifts, weekends, holidays, or nights and are subject to a standby (on call) work status; may be subjected to verbal and physical abuse from others; may be required to interact with people who are under physical and/or emotional stress; stand and walk for prolonged periods of time; are subject to injury from firearms; may work under exposure to adverse weather conditions; may travel for job-related purposes; and may be required to furnish private transportation for reimbursable job-related travel.

SALARY: Inquiry concerning salary should be directed to the appointing authority at the time of the employment interview.

ENTRANCE REQUIREMENTS:

1. **AGE:** This examination is open to persons who have reached the age of nineteen as of the date of the examination (Massachusetts General Laws, Chapter 125, Section 4). Applicants must provide proof of birth date to satisfy this requirement prior to consideration for appointment.
2. **EDUCATION AND EXPERIENCE:** Applicants must have graduated from high school or must possess an equivalency certificate issued by the Massachusetts Department of Education; or must have served at least three years in the armed forces of the United States and the last discharge or release from service must have been under honorable conditions.

In addition, applicants must have at least two years full-time, or equivalent part-time, experience in the preparation and cooking of food in a hotel, restaurant, cafeteria, catering firm, or government or private institution, or any equivalent combination of such experience and the substitution* below.

*SUBSTITUTION: A diploma or certificate from a recognized trade, technical, or vocational school, at high school level or higher, with a major in culinary arts, food service, or food trades may be substituted for one year of the required experience.

(Evaluation of whether an applicant meets these education and experience requirements will be determined by the Department of Correction as part of the interview/selection process.)

ENTRANCE REQUIREMENTS (CONTINUED):

- Medical – As a condition of employment, an applicant for Correction Officer will be required to pass a psychological and medical examination that includes drug screening.

3. OTHER REQUIREMENTS AFTER PASSING THE WRITTEN EXAMINATION AND PRIOR TO AN APPOINTMENT:

- Fire Arms Permit and Special State Police Commission – Certification as a Correction Officer requires that the applicant be able to satisfy and maintain the eligibility requirements for obtaining a license to carry a firearm. Pursuant to Massachusetts General Laws, Chapter 140, you must be a United States citizen in order to obtain a Fire Arms Permit. (Aliens cannot possess a firearm.)
- Training – Candidates must be able to complete satisfactorily the Department of Correction's training program for Correction Officers during their nine-month probationary period (Massachusetts General Laws, Chapter 125, Section 9, as amended by Chapter 468, Acts of 1979).
- Smoking – Chapter 27, Section 2. As the result of legislation (Chapter 697, Acts of 1987), persons appointed to Correction Officer positions as a result of this examination will be prohibited from smoking tobacco products after their appointment. Violators are subject to termination of employment.
- Prior Convictions/Incarcerations – No person who has been convicted for a felony or who has been convicted of a misdemeanor and has been confined in any jail or house of correction for said conviction shall be appointed to the position of Correction Officer (Massachusetts General Laws, Chapter 125, Section 9).
- Physical Abilities Test – In accordance with Chapter 32, Section 5(3(e)), of the Massachusetts General Laws, applicants will be required to pass a physical abilities test as part of the selection process. Information about this test will be distributed later.
- A current and valid Massachusetts Class D Motor Vehicle Operator's license or the equivalent from another state is required.

EXAMINATION SUBJECTS: The written examination will be designed to test, where practicable, the following knowledges, skills, and abilities which have been established as qualifications for the position: Ability to gather information through examining records and documents, and through observing and questioning individuals; Ability to write concisely and accurately to extract facts, express thoughts clearly, and develop ideas in logical order for incident, disciplinary, climate, and other general report writing; Knowledge of the standard methods and techniques used in preparing, cooking, serving, and storing food for quantitative cooking; Knowledge of the safety and sanitation practices and procedures followed in preparing, cooking, serving, and storing food for quantitative cooking; Knowledge of the types, uses, and care and maintenance of utensils and equipment, such as ovens, knives, ladles, pots, stoves, steamers, etc. in order to prepare, cook, serve, and store food on a large scale; Knowledge of weights and measures tables, and their terminology, standard abbreviations, and symbols, for liquid and dry ingredients, in order to read, interpret, and apply recipes; Knowledge of the principles and techniques for food quality evaluation to assess the effects of time, temperature, and weather on food, to determine the types and causes of cooking deficiencies, and to ensure the proper quality, appearance, and condition of food; Ability to calculate percentages, ratios, and proportions through the use of addition, subtraction, multiplication, and division, in order to prepare, cook, serve, and store food.

EXAMINATION PREPARATION AND RECOMMENDED READING LIST: Examination questions will measure the aforementioned Examination Subjects. HRD Subject Matter Experts recommend the following reference materials to applicants who wish to better prepare for the examination:

Labensky and Hause (2007). On Cooking A Textbook of Culinary Fundamentals, Fourth Edition. Pearson Education, Upper Saddle River, NJ.
<http://www.pearsoned.com>

National Restaurant Association Educational Foundation (2009). ServSafe Coursebook, Fifth Edition. (www.informit.com/sales/kb)

CREDIT FOR EMPLOYMENT/EXPERIENCE: Pursuant to the provisions of Section 22 of Chapter 31, individuals may apply for credit for employment or experience in the position title of Correction Officer I/Head Cook. Information on how to apply for this credit will be mailed with your notice to appear for the examination. On the day of the examination, you will be asked to provide the details of any such employment or experience you have as a Correction Officer I/Head Cook as the result of service on a state-run correction officer force, including location, dates of service, and number of hours worked per week, and to submit documentation supporting these claims.

Once you receive your examination mark, you will have seventeen calendar days from the mailing of your mark to appeal in writing your Employment and Experience score

[Examination Forms](#) for this examination will be available after March 2, 2009 from the Human Resources Division website. Click on the Exam Forms link. If you cannot download or print these documents, please contact the Civil Service Unit via e-mail at: CivilService@hrd.state.ma.us or at the Examination Hotline phone number: 617-878-9895. Please include your name, address, and daytime phone number in the message. Copies will be mailed to you.

PRIVATE SCHOOL OR SERVICE: The Human Resources Division does not recommend or endorse any private school or service offering preparation for examinations and is not responsible for their advertising claims.

IDENTIFICATION AT THE EXAMINATION SITE: At the examination site, applicants must present a current and valid photo identification with signature (e.g., motor vehicle operator's license, passport, ID from an institution of higher education).

IMPORTANT NOTIFICATION INFORMATION FOR APPLICANTS:

Notice to Appear

Notices to appear to your assigned examination site will be mailed to applicants for this examination. You will be able to get a copy of your notice after March 2, 2009, by logging on to the [Human Resources Division Standings and On-line Applicant Record Information System \(SOARIS\)](#). You will need to register as a first-time user if you have not used the system before. Please follow the instructions provided at www.mass.gov/hrd on-line services [Get a Copy of Your Notice to Appear for an Exam](#)

HOW TO APPLY

You may apply for this examination, using a credit card, on-line at the Human Resources Division website: <https://www.csexam.hrd.state.ma.us/hrd/> until midnight on February 17, 2009. A confirmation number for each transaction will be issued.

You may also obtain a paper application form, and file it along with the examination-processing fee (or fee waiver form) in person or by mail with HRD (see address below). Applications and fee waiver forms may also be available at city and town clerks' offices and civil service police stations across the state. If you mail your application, send all correspondence by certified mail with "return receipt requested," if possible. Your application **MUST** be received in HRD by 5:00 p.m. on February 17, 2009 or be postmarked by midnight on February 17, 2009.

CURRENT MILITARY PERSONNEL: ALL military personnel who, in connection with current service, **CANNOT** be in Massachusetts on March 21, 2009 should contact the Human Resources Division to request a make up examination. To request a make up, you must:

- file an application and processing fee by the last filing date February 17, 2009.
- request such accommodation in writing, with a copy of your military orders attached; include in your letter either your daytime base phone number or name and phone number of a Massachusetts resident with whom you are in **regular** contact.

TESTING ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES: If you need special testing accommodations due to a documented impairment such as a hearing, learning, physical, mental or visual disability, fill in the circle in item #15 of your application, and include a letter detailing what type of accommodation you require at the exam site. *You must also include a letter of support from a qualified professional.* Without such a letter, we cannot guarantee that we will be able to grant your accommodation. This information is sought only to provide reasonable accommodation on the day of the examination and will not be used for any other purposes.

EXAMINATION FEE: All applications must be accompanied by a money order, bank check, credit card payment, or by a completed fee waiver form. The examination-processing fee is **\$100**. Payment by money order or bank check should be made payable to the Commonwealth of Massachusetts. Please print your name, address, social security number, and the examination announcement number **8304** on the front of the money order or bank check. Payments by Discover/Novus, Master Card and VISA are also accepted when applying via the web site or in person. **NO CASH OR PERSONAL CHECKS.**

FEE WAIVER: The examination-processing fee may be waived for applicants receiving certain forms of state or federal public assistance, unemployment insurance, or workers' compensation. If you are claiming a fee waiver, fill in item #16 on your application [Fee waiver forms](#) are available from and must be filed with the Massachusetts Human Resources Division (see address below). Waiver forms must be accompanied by proof of eligibility, for the subject time period, in the form of signed and dated receipts, check stubs and/or other documentation from the agency providing the assistance.

REFUNDS: There will be **NO REFUNDS** of the examination-processing fee unless the examination is cancelled by HRD.

VETERANS' PREFERENCE

Definition of a Massachusetts Veteran M.G.L. Chapter 4, Section 7, Clause 43 as amended by the Acts of 2004 Effective August 30, 2004: To be a "veteran" under Massachusetts Law, a person is required to have either 180 days of regular active duty service and a last discharge or release under honorable conditions **OR** 90 days of active duty service, one (1) day of which is during "wartime" and a last discharge or release under honorable conditions. A [Chart defining "wartime" service is available on-line.](#)

VETERANS' PREFERENCE: If you are claiming veterans' preference and if your eligibility for veterans' preference has not been approved before by HRD, you must submit a copy of the Member 4 version of your DD Form 214 (Release From Active Duty), in order to receive proper credit. Your notice to appear for the examination will indicate whether or not you are already classified as a veteran. Qualifying service must have been in the Army, Navy, Marine Corps, Coast guard, or Air Force of the United States. Please note that active duty exclusively for training in the National Guard or Reserves does NOT qualify you for veterans' preference. National Guard Members or Reservists must have 180 days and have been activated under Title 10 of the U.S. Code – OR – if activated under Title 10 or Title 32 of the U.S. Code or Massachusetts General Laws, Chapter 33, Sections 38, 40, and 41, must have 90 days, at least one of which was during wartime. The Members' last discharge or release must be under honorable conditions.

Those who otherwise qualify for veterans' preference, but are still in military service may, as of July 1, 1998, claim such credit by supplying proof, on official letterhead with appropriate signature, of their military service to date, including the dates of active duty, current assignment, and estimated time of separation. The individual must provide official documentation of honorable discharge at the time of appointment. [See M.G.L., Chapter 31, Section 3, Clause {f}).

Minimum Service Exception: It is not necessary for an applicant to complete the minimum service for wartime or peacetime campaign if he/she served some time in the campaign and was awarded the Purple Heart, or suffered a service-connected disability.

Disabled Veteran Status: Claims for status as a disabled veteran require written confirmation from the U.S. Veterans Administration of a continuing service-connected disability rated 10% or higher. Applicants wishing to claim status as disabled veterans will get the opportunity to claim such at the test site with instructions to follow.

FOR MORE INFORMATION

Information about this examination can be obtained on the Internet at www.mass.gov/hrd or by contacting the Human Resources Division Monday through Friday, 1 Ashburton Place, Room 301, Boston, MA, 02108, 8:45 a.m. - 5:00 p.m., except holidays, during these hours at the following numbers:

In the Boston area: (617) 727-3777
TTY Number: (617) 727-9762
Exam Info Hotline (617) 878-9895

Outside the Boston area: (toll free) 1-800-392-6178
FAX Number: (617) 727-0399

Recorded information regarding this examination and other upcoming open competitive examinations is available at any time by calling (617) 878-9895.